

**APPENDIX G**  
**EXCEPTIONS TO SERVICE PROVISION POLICY**

## **Exceptions to Service Provision Policy**

### **Policy:**

The provision of VR services is based on the rehabilitation needs of the individual, as those needs are identified in the IPE and consistent with the individual's informed choice. Although it is not the intent of DCRSA to limit services to any individual, thresholds (maximum allowable amounts) have been established for some services. DCRSA recognizes that some individuals with disabilities have unique needs, which may need to be considered as an exception to the normal policy. These individuals are informed and provided an opportunity to request an exception to service provision policies due to extenuating circumstances.

Special approval by the Chief of Vocational Rehabilitation Services Division (VRSD) is necessary for an exception. The Chief of VRSD may approve an exception to the threshold (maximum allowable amount) for a specific service.

The individual is informed of the policy of exceptions to service provision policy and the procedure to request an exception by the Agency. This information is available on the application for services (RS-4), and in the Client Handbook that is provided to each applicant.

### **PROCEDURES – EXCEPTIONS**

- When the counselor becomes aware of the client's extenuating circumstances, the counselor will inform the individual of the procedure to request an exception to a service provision policy.
- The counselor will complete Part 1 of the Request for Exception to Service Provision Policy form to inform the Chief of VRSD through the Unit Supervisor of the extenuating circumstances that might justify an exception to the service provision policy. (See Request for Exception to Service Provision Policy form in Appendix E)
- After a review of the request for the exception, the Chief of VRSD will respond to the Counselor with the decision by completing Part 2 of the Request for Exception to Service Provision Policy form. The Chief of VRSD will provide a copy to the Unit Supervisor.
- The counselor will contact the client by telephone, letter or email to arrange an appointment to discuss decision of the Chief of VRSD.
- The counselor will document in the case notes the action taken.
- The completed, original Request for Exception to Service Provision Policy form will be filed under the (IPE) Tab 6.
- The individual will be informed of the right to appeal the outcome of the decision if not in agreement.

## Request for Exception to Service Provision Policy

### Part 1 (To be completed by the Counselor):

Client Name \_\_\_\_\_ SSN

Last Four \_\_\_\_\_

The above named individual is requesting an exception to the service provision policy due to the following extenuating circumstances:

Counselor Signature \_\_\_\_\_ # \_\_\_\_\_ Date \_\_\_\_\_

### Part 2 (To be completed by the Chief of VRSD):

(The Chief of VRSD will record his/her decision below stating the reason (s) for the decision and will sign and date. This original will be returned to the Counselor. The Unit Supervisor will forward a copy to the Counselor.)

Chief of VRSD Signature \_\_\_\_\_ Date \_\_\_\_\_